

## What Does This Mean to Me?

### Electronic Visit Verification

#### July 2020

### What is Electronic Visit Verification?

Electronic Visit Verification is an electronic system providers use to let Medicaid know they delivered the services you are supposed to receive. It is similar to the paper notes or timesheet your provider may fill out now about their visits to you. We call it EVV.

### How does EVV work?

Your provider will use an app on a tablet or smartphone to document six pieces of information about some of the services they are providing.



The **type**  
of service



The **date**  
of service



The **start and end**  
**time** of service



**Location** of  
the service



**Name** of the person providing the  
service and **name** of the person  
receiving the service

**Does EVV apply to all of my services?** No, providers will only use EVV for some of your services. Here is a list of services by waiver that will use EVV.

**ABI**  
Companion  
Personal Care  
Respite

**ABI LTC**  
Community Living  
Supports  
Respite

**HCBS**  
Attendant Care  
Home and Community  
Supports  
Non-Specialized Respite  
Specialized Respite

**MPW**  
Attendant Care  
Community Living  
Supports  
Homemaker  
Personal Care  
Respite

**SCL**  
Personal Assistance  
Respite



**Do I need to do anything with EVV?** If you are able, your provider will ask you to sign a smartphone or tablet to verify the information they entered is correct. If you cannot do this, a representative can do it for you.



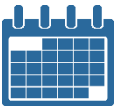
**Will EVV be used to track me?** No. EVV only records the location when the service begins and again when it ends. It does not keep a record of your location at any other time.

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**Will EVV cause me to lose services?** EVV will help Kentucky Medicaid make sure you are getting all the services you need and that your providers are paid for delivering those services.



**Why is Kentucky Medicaid using EVV?** The federal government requires us to use EVV to improve the quality of the services you receive and to make sure you receive the services your provider agreed to deliver.



**When will my providers start using EVV?** Providers have to start using EVV by January 1, 2021, but some providers might start using it sooner.



**What if I have questions?** You can call Kentucky Medicaid at (844) 784-5614 between the hours of 8:00 a.m. and 4:30 p.m. Eastern Monday through Friday or email us anytime at [1915cWaiverHelpDesk@ky.gov](mailto:1915cWaiverHelpDesk@ky.gov).

Kentucky also has an [EVV website](https://bit.ly/kywaiverEVVinfo) you can visit for more information at <https://bit.ly/kywaiverEVVinfo>. If you want to receive a paper copy of this information, please call (844) 784-5614 or email [1915cWaiverHelpDesk@ky.gov](mailto:1915cWaiverHelpDesk@ky.gov) and Kentucky Medicaid will be happy send it to you via mail.